



Patient Aligned Care Teams - A Medical Home for Every Veteran

ANNUAL REPORT

VA GREATER LOS ANGELES HEALTHCARE SYSTEM

2012

PROVIDING A POSITIVE HEALTHCARE EXPERIENCE
IN A HEALING ENVIRONMENT



VETERANS HEALTH ADMINISTRATION MISSION

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

VETERANS HEALTH ADMINISTRATION VISION

VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It will emphasize prevention and population health and contribute to the Nation's well-being through education, research and service in national emergencies.

VETERANS HEALTH ADMINISTRATION GOALS

Goal 1: Provide Veterans personalized, pro-active, patient-driven health care

Goal 2: Achieve measurable improvements in health outcomes

Goal 3: Align resources to deliver sustained value to Veterans



"A Day for Heroes" concert presented by the VA Greater Los Angeles Healthcare System and the Greater Los Angeles Fisher House Foundation

DIRECTOR'S MESSAGE

We delivered a strong performance in 2012 making significant strides towards ending homelessness among Veterans by 2015, enhancing our patient's overall health care experience and continuing our Patient-Centered Care journey.

Most notably, Los Angeles County saw a 22 percent reduction in Veteran homelessness from 2011 to 2012. This is a true reflection of our dedicated staff and the effectiveness of the initiatives we have developed in collaboration with our community partners as part of our comprehensive homeless services. Through implementation of programs such as our Homeless Patient Aligned Care Teams and Assertive Care Teams or "street medicine" we engaged and treated chronically homeless Veterans using a holistic and integrative approach model.

In addition, GLA continues to leverage technology to meet the needs of Veterans. Expanding tele-health medicine to outlying clinics enabled GLA to provide quality health care services to patients at locations closer to their residence. Our robotic surgery program now includes Urology and Thoracic medicine. GLA's social media and web communication presence solidified our commitment to transparency and open communication with our Veterans, stakeholders and staff.

Our Patient-Centered Care journey reached new levels with health care and patient experience. As one of seven VA medical centers selected as a Center of Innovation, GLA hosted two open houses so we could share our integrative health care therapies and treatment programs with other VA medical centers across the nation. We also established the new Office of the Patient Experience linking departments that directly relate to Veteran customer service. Furthermore, we initiated the Greet, Act, Listen and Thank a Veteran campaign (GLA+), helping define in a very specific way the standards for behavior for GLA employees. GLA continued to transform the look, feel and physical layouts of several clinics using fresh visual elements, signage and soothing interior designs helping transform clinic areas into healing spaces. Exciting new changes and updates are still ongoing and will continue into the next year.

Thank you to our stakeholders and community partners; with your support, we will continue providing our Veterans with the best health care in a healing and Patient-Centered Care environment. We are truly proud and honored to serve our Nation's Heroes.

Sincerely,



Donna Beiter
Director, VA Greater Los Angeles Healthcare System
VA Desert Pacific Healthcare Network



DONNA M. BEITER, RN, MSN
DIRECTOR



CHRISTOPHER SANDLES, MHA
ASSISTANT DIRECTOR



DEAN C. NORMAN, MD
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DAVID L. HOLT, MBA, FACHE
ASSOCIATE DIRECTOR
Ambulatory Care & Facility Services



CARRIE J. DEKORTE, PHARM.D., FACHE
ASSOCIATE DIRECTOR
Administration & Operations

NATIONAL AWARDS & RECOGNITION

LESLIE NITTA received the Association of VA Speech Pathologists' 2012 Tick Bollinger Clinician of the Year

Dr. THOMAS YOSHIKAWA received the prestigious Marsha Goodwin-Beck Interdisciplinary Award for Excellence in Geriatric Leadership by the Department of Veterans Affairs National Leadership Board

ANN SCHLOSS, Outstanding Filipino-American Nurse, Philippine Heritage Institute International

SUSAN DONOVAN, ANN SCHLOSS, JOSEPHINE SORIANO, TERRI TELLIGMAN and **TERRY GOLDWATER** were VHA Innovation Program Winners for Meditation & Relaxation Program: MH Primary Care Integration

JOSEPH PIERRE, MD, received UCLA Department of Psychiatry Outstanding House Staff Teaching Award

ELIZABETH YANO, PhD, MSPH was awarded the prestigious Undersecretary's Award for Excellence in Health Services Research, the highest honor given to a VA Researcher in Health Services Research

MARIANNE DAVIS, Chief of Voluntary Service was honored as Citizen of the Year by the Santa Monica, California Elks

MORT SCHECHTER, long-time volunteer at SACC was chosen by the LA Commission on Veterans Affairs as Veteran of the Year

GLA received the Planetree Video Award for "Our Planetree Journey," produced by **JEFF RUSSELL, PAULA BERGER, SANDY ROBERTSON** and **SCOTT HATHAWAY**. GLA also received the Spirit of Planetree Award for Integrative Therapies. In addition GLA was awarded the Spirit of Planetree 2nd place for "Architecture and Design: Women's Historic Rose Garden" and Spirit of Planetree 3rd place for "Family, Friends and Social Support: Caregiver Support Program." Individual honors went to Physician Champion **Dr. SONDRÁ VAZIRANI, MD** and Caregiver Champion to **MICHELLE WILDY, LCSW**

WILEEN HERNANDEZ received a VHA Communications Award for print media pitch to LA Times for "In the Freedom Barber Shop, Tony Bravo Helps Fellow Veterans Heal"

DAVID HOLT, Associate Chief of Ambulatory Care and Facility Services, received the Loma Linda University School of Public Health Distinguished Faculty Award. Mr. Holt also received an appointment at UCLA teaching UCLA Extension evening program through the UCLA School of Public Health

CENTER OF



LEADERS IN HEALTH CARE TRANSFORMATION

GLA is a recognized Center of Innovation site and a leader in the transformation of health care at the VA. To highlight several integrative health and healing projects, GLA hosted two Center of Innovation site visits that included tours of the Women's Historic Rose Garden, Tai Chi program, physician engagement, and a mini-drum circle. In addition, Veterans shared their thoughts and experiences about their use of integrated therapies.



LEVERAGING TECHNOLOGY, THE FUTURE OF HEALTH CARE

- GLA expanded robotic surgery programs for Urology, CT and Thoracic surgery.



- GLA developed a 4-week PTSD education tele-mental health group and provided tele-health services for spinal cord injured Veterans with ambulation limitations. GLA also enhanced Gardena CBOC's tele-health services to include an increase of tele-mental health from 250 Veterans to 500 Veterans.

- We stayed in touch with our Veterans through social media platforms such as Facebook, Twitter and GLA's web site.

INNOVATION

WORKING WITH COMMUNITY PARTNERS TO END HOMELESSNESS AMONG VETERANS

- GLA in collaboration with LA City, LA County, US Department of Housing and Urban Development, Public Housing Authority and our many community partners saw a 22 percent reduction in Veteran homelessness in LA City and County between 2011 and 2012. During this period, the number of Veterans who were homeless on any given night in LA County dropped from 8,131 to 6,371.



- GLA's HUD/VASH voucher distributions grew from under 65% to over 92%, an increase of over 40%.

- GLA implemented "street medicine" through Assertive Community Treatment Teams and Homeless Patient Aligned Care Teams in an effort to engage and treat chronic, vulnerable, or homeless Veterans using a holistic approach.

- GLA in collaboration with New Directions Inc. and A Community of Friends broke ground at SACC on Buildings 4 and 5 to provide supportive and therapeutic housing for 147 homeless and disabled Veterans. Approximately 7 acres of SACC property will be renovated for Veterans into fully furnished units with kitchens and dining areas all within easy access to medical care.



JOURNEY

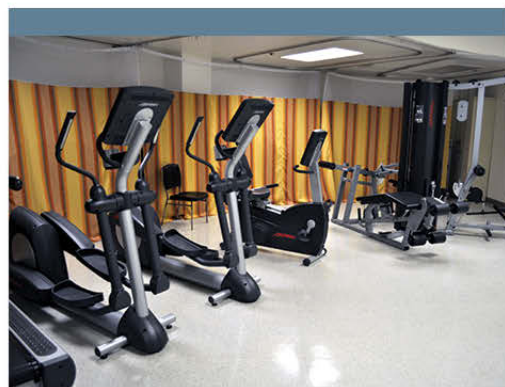
WORKING WITH THE COURTS TO ASSIST VETERANS

Established two Veteran Courts in Santa Barbara County (Santa Maria and Santa Barbara) and hired a second Veterans Justice Outreach Coordinator focusing on our Northern Clinic Veterans. Furthermore, GLA opened up weekly expunge workshops in collaboration with Department of Public Social Services to assist Veterans.



ENRICHED PATIENT EXPERIENCE

- Established the new Office of the Patient Experience to link departments that directly relate to Veteran customer service and provide an organized unit focused on enhancing the Veteran's experience with health care.
- Created the "GLA +" (Greet, Listen, Act and thank a Veteran for their service) campaign aimed at transforming GLA into a Patient Centered organization.
- Veterans spoke and we listened, GLA implemented a 24/7 patient visitation policy.
- New Internet Café installation at SACC, LAACC and Bakersfield CBOC helps to make Veterans access to online resources convenient and easy.
- GLA redesigned the physical plant at three sites to accommodate co-location and program integration of mental health with primary care. We also improved the hospital environment with updated signage and fresh décor.



REMAIN AT THE FOREFRONT

- Cathy Alessi, GLA GRECC Director was elected President for the American Geriatrics Society.
- Dr. Arthur Friedlander was elected President of the Diagnostic Systems Group of International Association for Dental Research.
- Sharon Valente PMHCNS-BC, ANP PHD was appointed to the VA National Professional Standards Board.

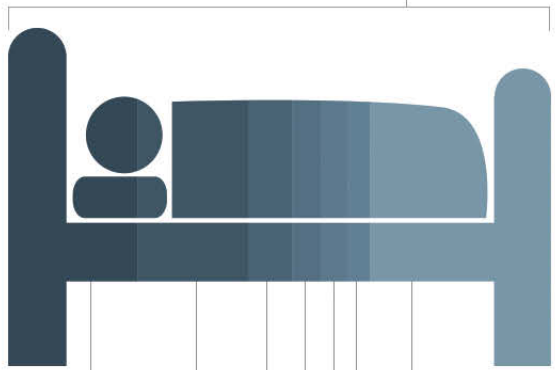
PROVIDING A POSITIVE HEALTHCARE
EXPERIENCE IN A HEALING ENVIRONMENT



COMMUNITY

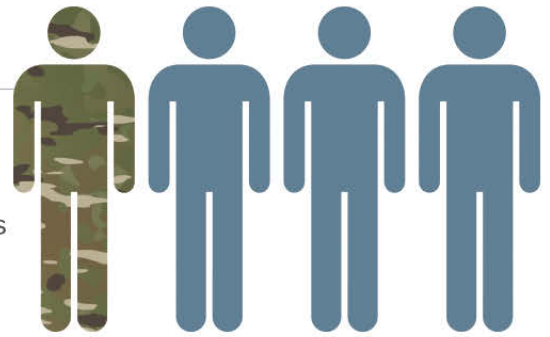


**TOTAL OPERATIONAL
BEDS** 964



- 202 Acute Hospital Beds
- 46 Rehabilitation & Intermediate
- 50 Inpatient Mental Health
- 54 Intensive Care & Progressive Care
- 88 Medical-Surgical
- 228 Community Living Center
- 296 Domiciliary

**TOTAL
EMPLOYEES** 5,155



One out of
four employees
are Veterans

**TOTAL OUTPATIENT
VISITS**

1,240,189

Inpatients
Treated
9,580

Unique
Patients
84,846



FINANCIAL REPORT & STATISTICS

RESEARCH

Active
Research
Projects

673

Total
Funding

\$49,047,776



GLA TOTAL FISCAL YEAR BUDGET

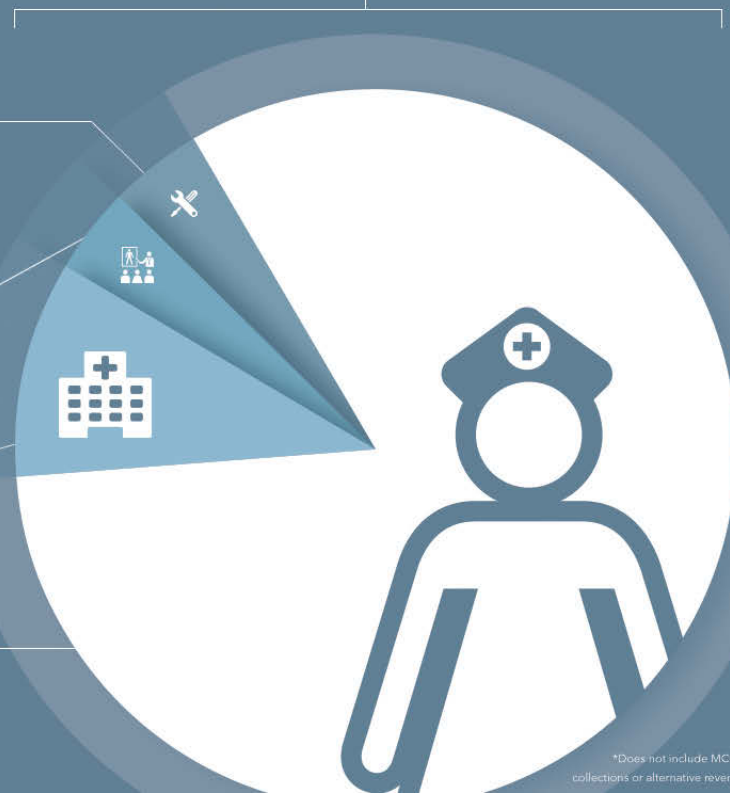
\$892,900,000*

Non-Recurring
Maintenance
\$30,639,753

Support and Compliance
\$30,639,753

Facilities
\$77,092,692

Medical
\$646,418,854



VOLUNTEERS



Volunteer Hours

267,814

Donations

\$1,346,334



Volunteers

2,505

*Does not include MCCF
collections or alternative revenue



GLA FACILITIES

West Los Angeles
Medical Center
(310) 478-3711

Sepulveda
Ambulatory Care Center
(818) 891-7711

Los Angeles
Ambulatory Care Center
(213) 253-2677

Santa Maria CBOC
(805) 354-6000

Bakersfield CBOC
(661) 632-1800

East Los Angeles CBOC
(323) 725-7557

Gardena CBOC
(310) 851-4705

Lancaster CBOC
(661) 729-8655

Oxnard CBOC
(805) 604-6960

San Luis Obispo CBOC
(805) 543-1233

Santa Barbara CBOC
(805) 683-1491

VET CENTERS

East Los Angeles
(323) 728-9966

Culver City
(310) 641-0326

Gardena
(310) 767-1221

San Luis Obispo
(805) 210-6634

Sepulveda
(818) 892-9227

Ventura
(805) 585-1860

